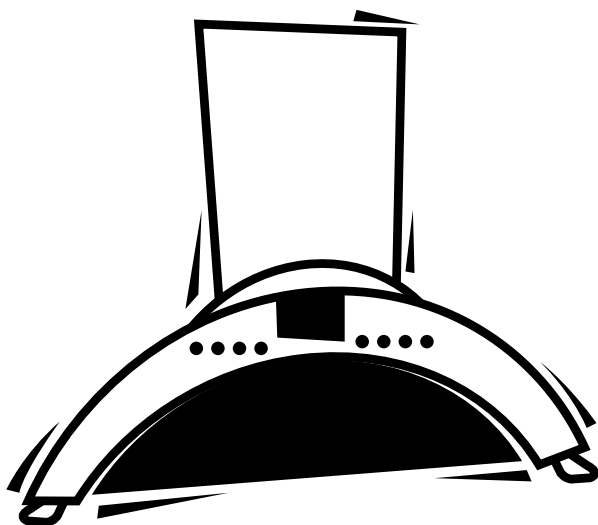




# TECHNICAL SERVICE GUIDE

## Monogram® Wall-Mounted and Island Hoods



### MODEL SERIES:

ZV750

ZV850





### **IMPORTANT SAFETY NOTICE**

The information in this service guide is intended for use by individuals possessing adequate backgrounds of electrical, electronic, and mechanical experience. Any attempt to repair a major appliance may result in personal injury and property damage. The manufacturer or seller cannot be responsible for the interpretation of this information, nor can it assume any liability in connection with its use.

### **CAUTION**

To avoid personal injury, disconnect power before servicing this product. If electrical power is required for diagnosis or test purposes, disconnect the power immediately after performing the necessary checks.

### **RECONNECT ALL GROUNDING DEVICES**

If grounding wires, screws, straps, clips, nuts, or washers used to complete a path to ground are removed for service, they must be returned to their original position and properly fastened.

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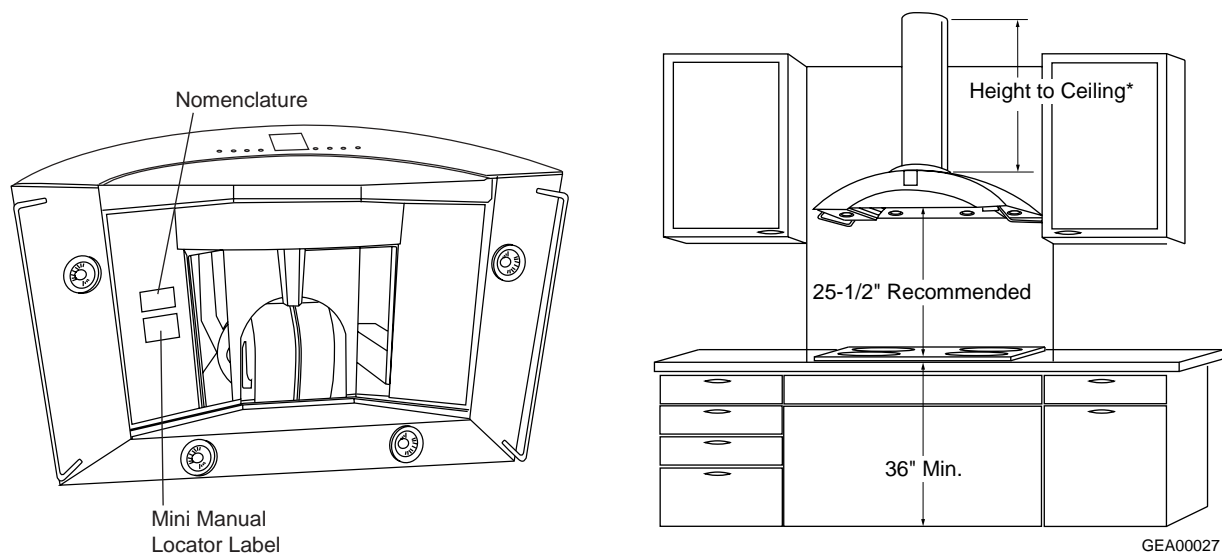
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# Hood Nomenclature

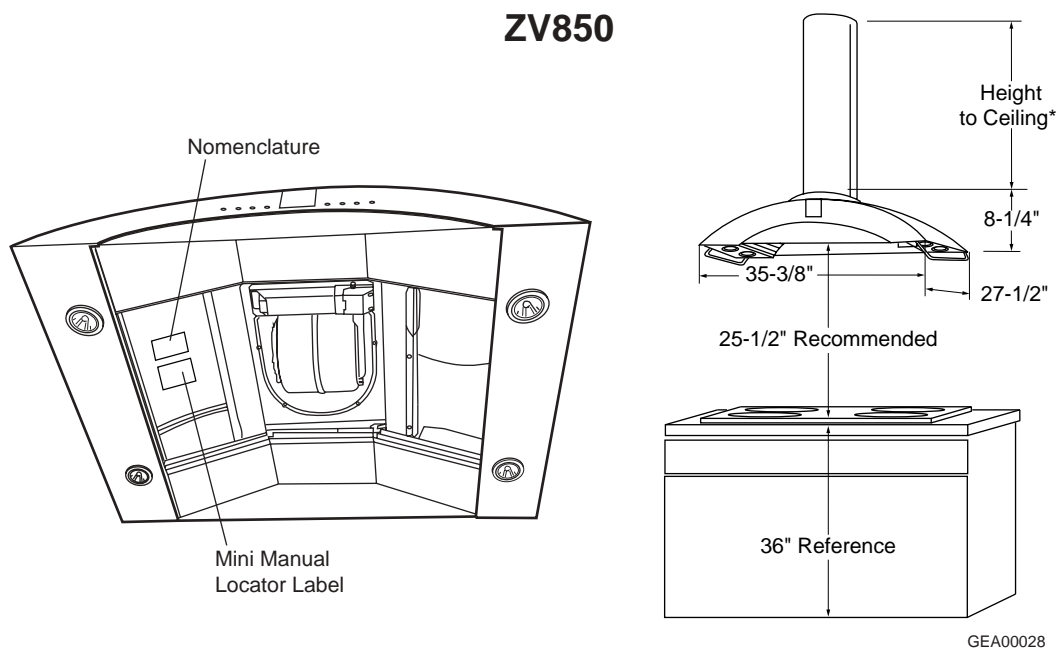
## ZV750



**ZV750Y1: Early model wall-mounted hood.**

**ZV750Y2: Later model wall-mounted hood with motor mount similar to Island-mounted hood.**

## ZV850



\*Duct covers are available as necessary accessory kits to accomodate installations with 8-, 9-, or 10-foot ceilings.

## ***Features***

**Stainless Steel Finish**

**36-Inch Width**

**350 CFM Vertical Exhaust Blower Rating**

**Electronic Touchpad Controls**

**4 Halogen Lamps**

**3 Removable Filters with 30-Hour Filter Cleaning Reminder**

**6-Inch Round Duct**

**Model ZV750 Wall Mount**

**Model ZV850 Island Mount**

## ***Installation Highlights***

### **Mount Dimensions and Clearances**

(See Hood Nomenclature)

The vent hood must be installed at least 24 inches and not more than 30 inches above the cooking surface. 25-1/2 inches is recommended to ensure that the duct cover meets the ceiling. The cooking surface should be at least 36 inches above the floor.

### **Electrical Wiring**

**WARNING:** Remove house fuse or open circuit breaker before beginning installation. Do not use an extension cord or adapter plug with this appliance. Follow national electrical codes or prevailing local codes and ordinances.

### **Electrical Supply**

The vent hood must be supplied with 120V, 60Hz electrical power, and connected to an individual, properly grounded branch circuit, protected by a 15- or 20-ampere circuit breaker or time delay fuse.

- Wiring must be 2-wire with ground.
- If electrical supply does not meet the above requirements, call a licensed electrician before proceeding.
- Route wiring as close to the installation location as possible, in the ceiling or soffit.
- Connect the wiring to the house wiring in accordance with local codes.

## Grounding Instruction

**WARNING:** The improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician if you are in doubt whether the appliance is properly grounded.

The grounding conductor must be connected to a metal ground, permanent wiring system, or an equipment-grounding terminal or lead on the hood.

## Exhaust Ducting

The hood uses 6-inch metal ducting to exhaust fumes. Refer to the vent hood installation instructions for details of the maximum permissible lengths to be used for duct runs to outdoors. Do **not** exceed the maximum permissible equivalent length total of 100 feet for a range hood.

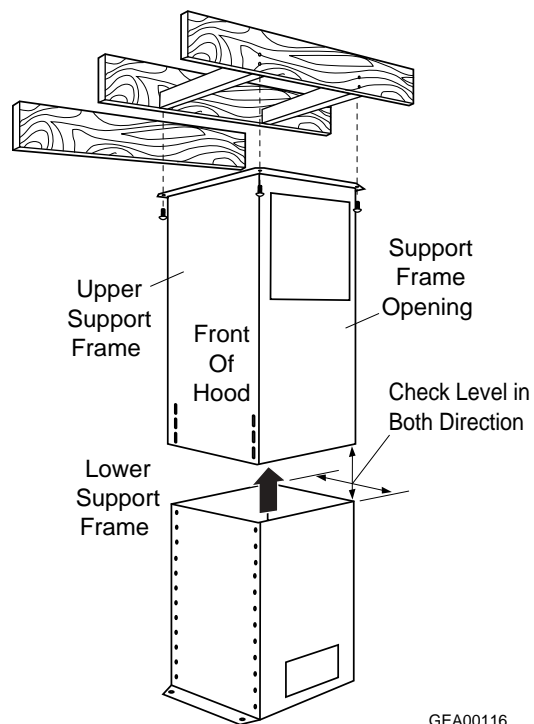
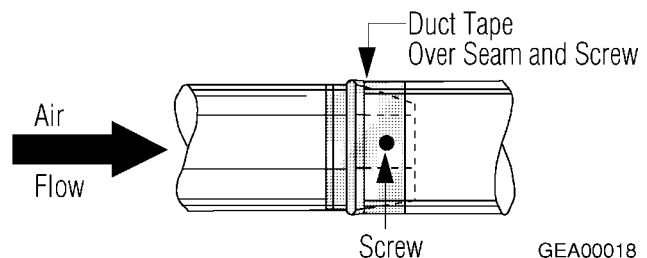
Flexible 6-inch metal ducting may be used. When flexible ducting is used, all equivalent feet values of components must be doubled. The flexible metal duct should be straight and smooth and extended as much as possible. Do **not** use flexible plastic ducting.

**Note:** Any home ventilation system, such as a ventilation hood, may interrupt the proper flow of combustion air and exhaust required by fireplaces, gas furnaces, gas water heaters, and other naturally vented systems. To minimize the chance of interruption of such naturally vented systems, follow the heating equipment manufacturer's guidelines and safety standards such as those published by NFPA and ASHRAE.

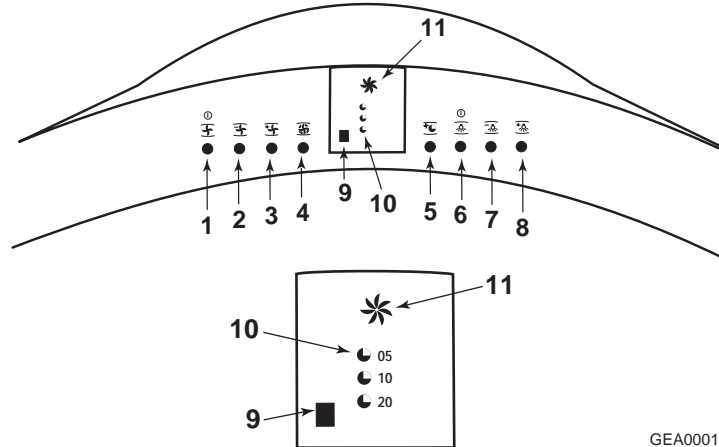
Install all ductwork by making joint connections in the direction of the air flow as illustrated. Secure the joints with sheetmetal screws. Wrap the joints with duct tape for an airtight seal.

## Model ZV 850

This model is installed using 1 of 3 installation kits (for 8-, 9-, or 10-foot ceilings). The upper support frame (shown at right) is secured to the ceiling joists and/or cross framing with 4 screws. The support frame must be level and square. The lower support frame slips into the upper frame and can be adjusted up or down to the desired height. It is secured with 8 screws and washers.



# Controls



GEA00014

## CONTROLS CONFIGURATION

### Fan Keypad Operation

1. ON/OFF Switch - Turns electrical power to motor on and off. Remembers the last fan speed used.
2. Decrease Speed - Decreases current fan speed (4 speeds).
3. Increase Speed - Increases current fan speed (4 speeds).
4. High Speed - Maximum fan speed (350 cfm).
5. Delayed Shut-off - Choose 5-, 10-, or 20-minute shutdown time by pushing this button. Time is indicated by illumination of Delay Shut-off Indicators (10).

### Hood Lights Keypad Operation

6. Light ON/OFF - Turns electrical power to light on and off. Remembers the last light level used.
7. Decrease Brightness - Dims lights in 6 light levels.
8. Increase Brightness - Brightens lights in 6 light levels.

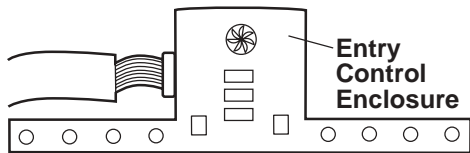
### Display LEDs

9. Filter Cleaning Reminder Indicator - Lights after 30 hours of "on" time to remind you to clean the metal grease filters. The light blinks until the filters are replaced. The timer resets automatically.
10. Delayed Shut-off Indicators - Indicates delayed time setting. The fan will shut off automatically at the end of the delayed time setting.
11. Fan Operating Symbol - When illuminated, indicates that the fan is in operation even if the noise of the fan cannot be heard.

# ELECTRONIC HOOD CONTROL DESCRIPTION

The electronic hood control system consists of the following parts: Entry/Display Assembly; Control PCB; Triac; Fuse Holder; Motor Capacitor; Transformer; Halogen Lamps; Filter Microswitch; and Induction Fan Motor.

**CAUTION:** Components are electrically HOT on the electronic control when voltage is connected to the hood even though the ON/OFF switch is in the OFF position.

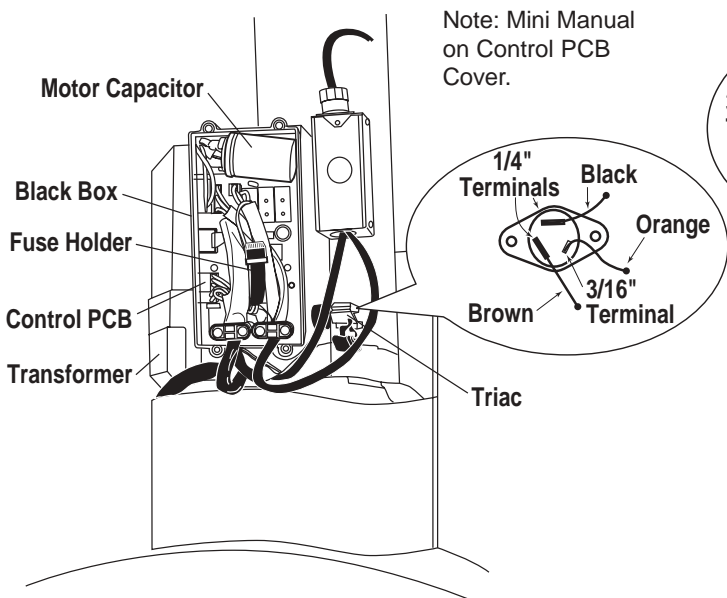


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## 1. ENTRY/DISPLAY ASSEMBLY

The replacement assembly WB27X10345 has 3 Printed Circuit Boards (PCB) mounted in a plastic enclosure with 8 push buttons and a ribbon cable. The three PCBs are Fan Touch Control PCB, Lamp Touch Control PCB, and Display PCB.

**Note:** Before replacing the assembly, check the operation of the other hood components by plugging the new Entry/Display Assembly cable into connector CN5 on the Control PCB. If the unit does not work, replace the control board first and then recheck whether the existing Entry/Display assembly is OK. The harness in the hood can be used instead of the one supplied with the assembly by carefully removing the five screws from the enclosure assembly and unplugging the cable.



ZV750

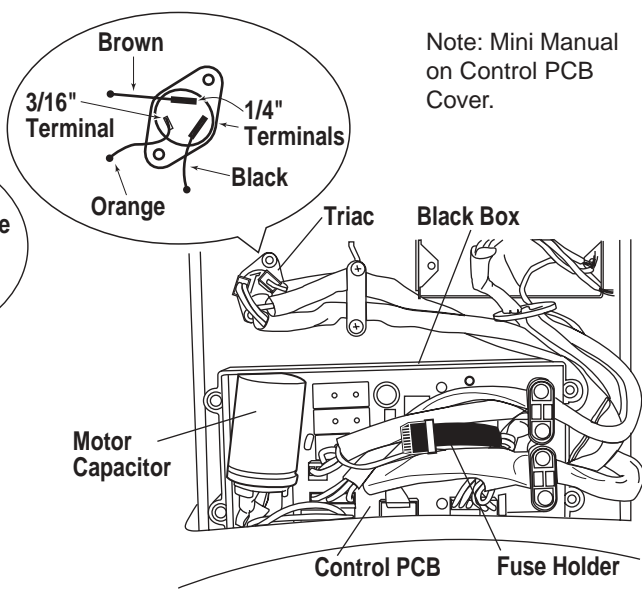
## 2. CONTROL PCB

This PCB has an AC to DC power supply, microprocessor, and fan relays and is located in the black box in the hood chimney area.

**Note:** The 5 green connectors are locking type. Use a small flat blade screwdriver to unlock as follows: Insert screwdriver in the center of the space between the plug and connector receptacle on the PCB. Push down on the screwdriver handle to pivot blade about 5 degrees and pull out the plug at the same time.

### TO CHECK OPERATION OF CONTROL PCB:

Check that all 6 connectors are locked in place, no leads are broken, and connector solder joints are not broken on PCB copper tracks.



ZV850

GEA00016



### 3. TRIAC

The triac controls the four hood lamps and is mounted in a box in the chimney area. Triac has an isolated case, which is mounted to the chimney with two screws.

**Note:** Triac wire connection must be correct or lamp flickering could occur. Triac can be checked for electrical short by removing the black lead and measuring the resistance between the two 1/4" terminals (terminals with black and brown wires). Resistance should be greater than 1M ohm.

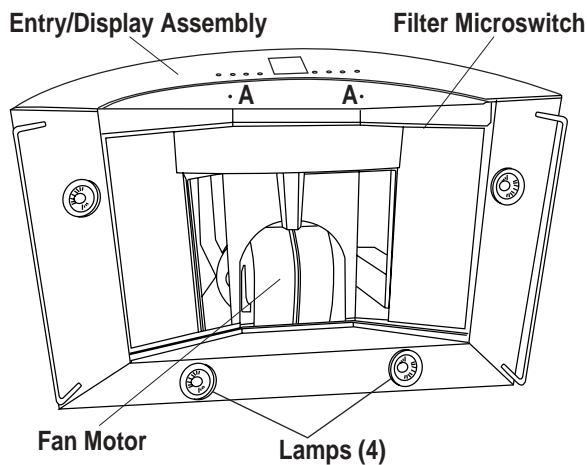
### 4. FUSE HOLDER

The fuse holder is an in-line type, which is in series with 12V AC from the transformer and is located in the blackbox. An open fuse may be caused by a lamp failing or a wrong wattage lamp.

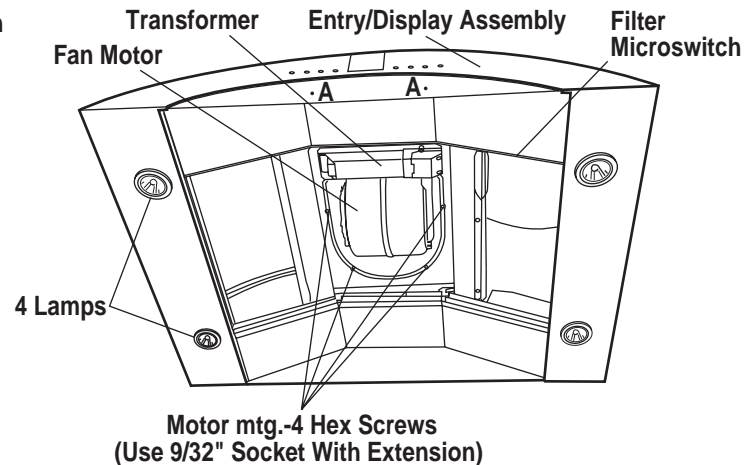
**Note:** The fuse is 5 x 20 mm and rated at (8) A, 250V AC (GE part number WB02X10584).

### 5. MOTOR CAPACITOR

The start/run capacitor is mounted in the black box and plugs into the Control PCB connector CN3.



ZV750



ZV850

GEA00017

### 6. TRANSFORMER

The transformer provides 12V AC to the hood lamps and the Control PCB power supply. It is attached by four screws from the top of the chassis. The transformer is located next to the black box in Model ZV750 and above the grease filter in Model ZV850.

### 7. HALOGEN LAMPS

The 4 halogen lamps are the push-in type and rated at 12V AC/20W. The equivalent GE lamp is a Q20MR16/C/CG40 - BAB.

### 8. FILTER MICROSWITCH

The microswitch is mounted in the filter area. When filters are removed, the microswitch causes the red display light to blink continuously. The red display light will also turn "on" after 30 hours of fan operation to remind the user to clean the filters. Make sure the filter is seated properly when installed, or the filter light will blink. **NOTE:** If electrical power is lost, the timer automatically resets to 0.

### 9. INDUCTION FAN MOTOR ASSEMBLY

The motor is a 4-speed, start/run capacitor, induction type rated at 120V AC/1.7A. Motor stator winding resistances:

Orange-Red = 17 ohms  
Blue-Black = 17 ohms

Blue-White = 8.5 ohms  
Black-White = 8.5 ohms

## Use and Care Information

If the consumer has any questions that the service person cannot answer, refer them to the GE Answer Center (800.626.2000).

### Care and Cleaning Stainless Steel Hood

**WARNING:** Before servicing or cleaning the unit, switch power off at the service panel and lock the service panel to prevent power from being switched on accidentally. If the service panel cannot be locked, fasten a tag or prominent warning label to the panel.

### Metal Grease Filter

**Note:** To remove filters, push them back and down using the knob.

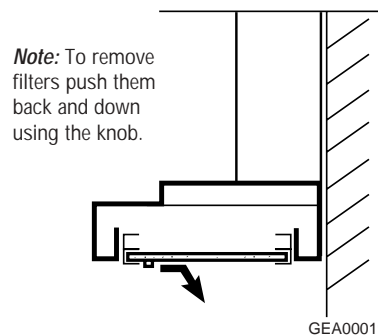
Clean the grease filter after 30 hours of “on” time. A signal light will alert you when 30 hours have passed. Remove the grease filters and wash them either by hand or in the dishwasher using nonabrasive soap.

**Note:** If electrical power is lost, the timer automatically resets to 0.

For proper operation, be sure to use the lower set of filter channels to assure that the microswitch is set.

### Hood Surface

To clean the hood surface, use hot soapy water, then rinse and dry. For greasy soil, use an all-purpose cleaning spray such as Fantastik® brand or Formula 409® brand. For hard to clean soil, use a stainless steel cleaner such as Bon-Ami®, Cameo®, or Barkeepers Friend®. Always scrub lightly and with the grain. Do not use steel wool pads or other abrasive cleaners; they will scratch the surface.

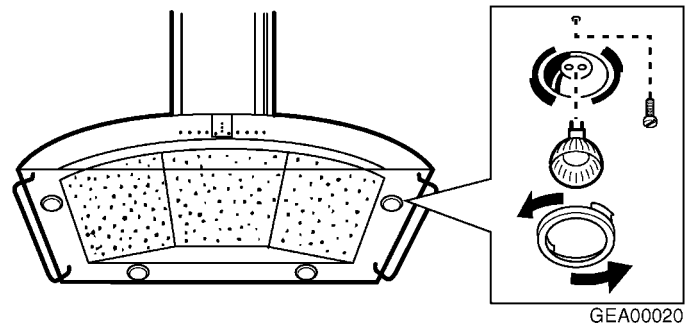


## Halogen Lamp Assembly Replacement

1. Remove the ring nut by turning it counter-clockwise.
2. Grasp the bulb on the edges and pull it straight out.
3. Remove 3 filters from the fan housing.
4. Remove 2 screws and lamp protection from the hood.
5. Disconnect wires from lamp socket.

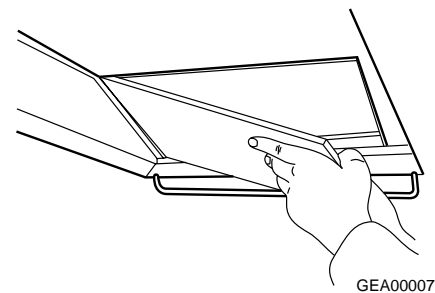
**CAUTION:** Replace the lamp with the same size bulb. These 12-volt, 20-watt halogen bulbs are available at specialty lighting stores. Ask for GE bulb or equivalent: Q20 MR16/FL 40°-BAB.

**Note:** When reinstalling, ensure that all electrical connections are securely fastened.



## Filter Replacement (Access to lighting and wiring)

1. Grasp knob and push filter back into rear recess to release front edge of filter from track.
2. Pull front edge of filter down.
3. Pull filter toward you to remove.

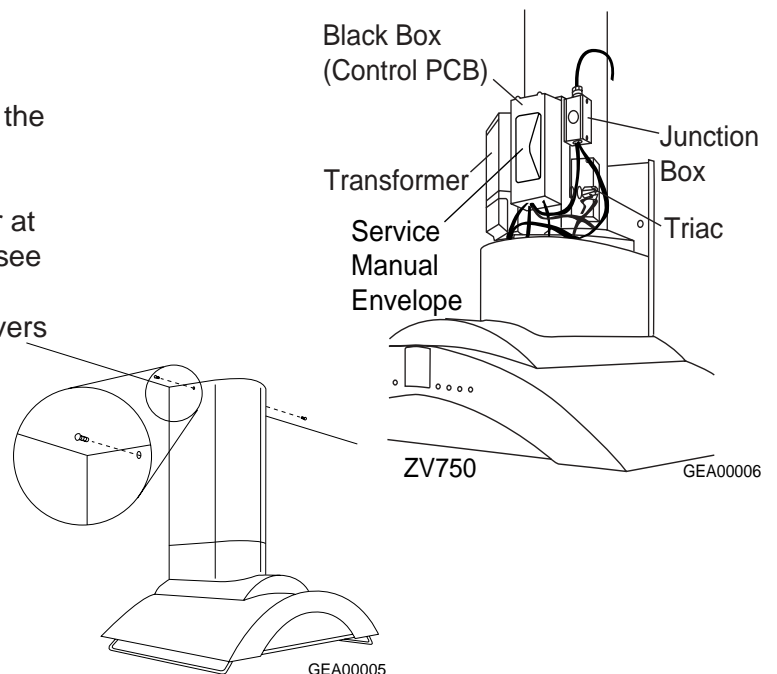


## Component Access/Duct Cover Removal

### Model ZV750, Wall-Mounted Hood

**Note:** A ladder or step stool is needed for the following procedure.

1. Remove 2 screws from the top duct cover at the ceiling and slide the top cover down (see illustration).
2. Lift and remove both duct covers. Set covers aside.



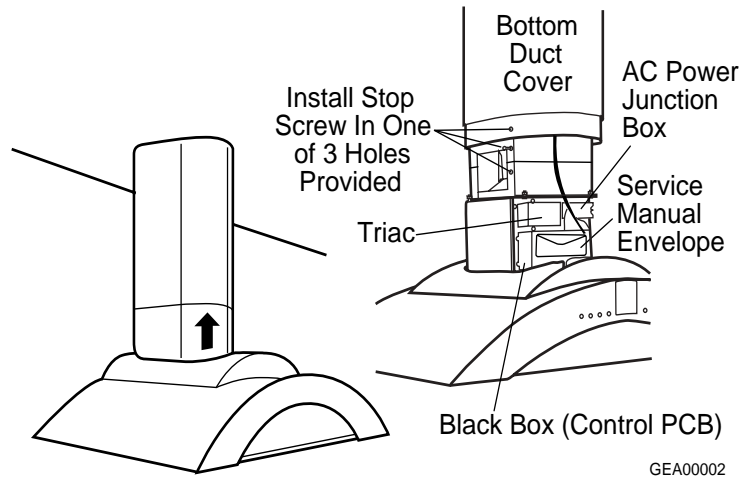
## Component Access/Duct Cover Removal

### Model ZV850, Island Hood

**WARNING:** Stop screw must be installed in one of the support frame holes. Failure to do so may cause personal injury or damage to duct cover.

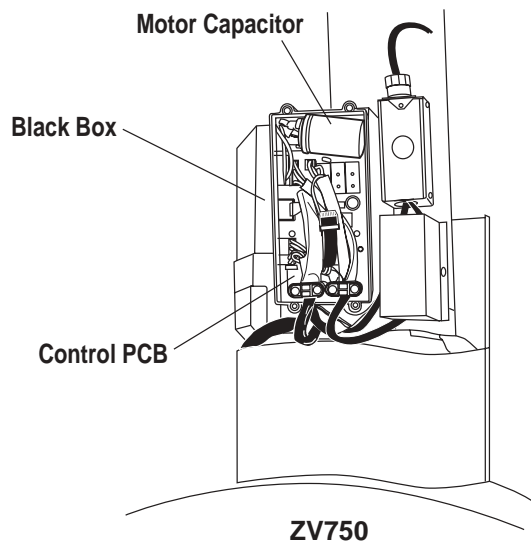
1. Lift the lower duct cover up into the upper duct cover (see illustration).
2. Remove the stop screw from the service manual envelope.
3. Install stop screw in 1 of the holes provided in the support frame to secure the lower duct cover.

**Note:** Return the stop screw to the service manual envelope when service is complete.

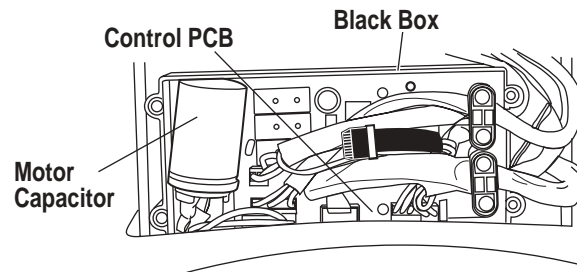


GEA00002

## Control PCB Replacement



ZV750



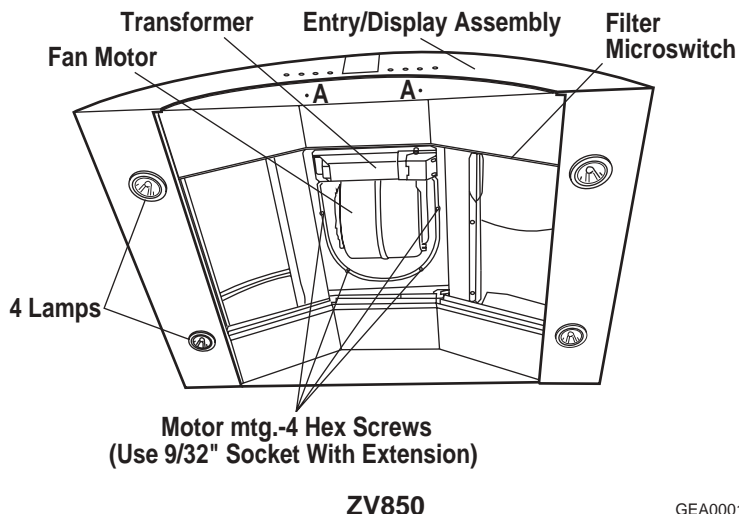
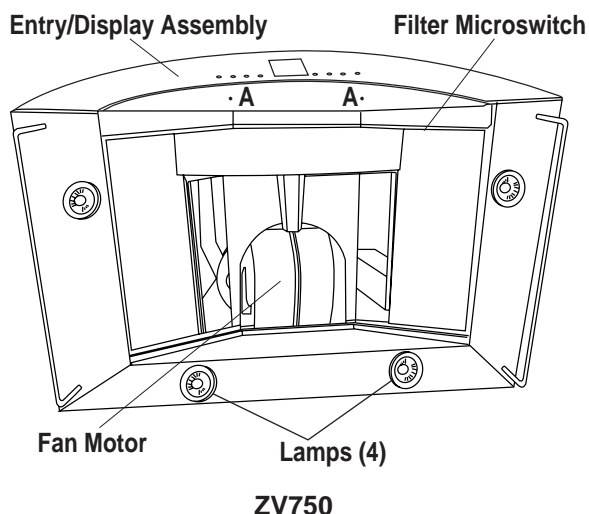
ZV850

GEA00117

1. Access black box (refer to Component Access/Duct Cover Removal).
2. Disconnect motor capacitor connection from terminal CN3.
3. Disconnect entry/display assembly cable from terminal CN5.
4. Disconnect filter microswitch and triac connector from terminal CN4A.
5. Disconnect transformer and fuse connector from terminal CN4B.
6. Replace control PCB with new control PCB.

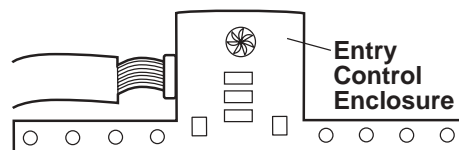
**Note:** When reinstalling, ensure that all electrical connections are securely fastened.

## Entry/Display Assembly Replacement



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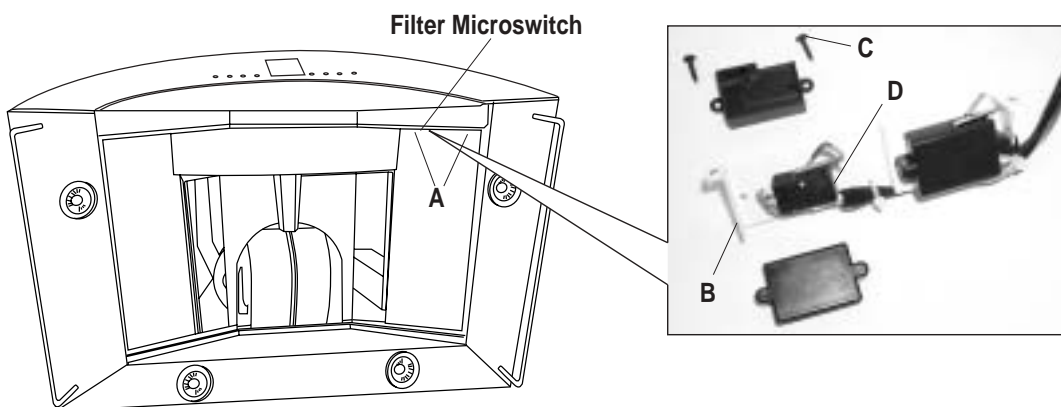
1. Remove 3 filters from hood.
2. Remove 2 screws (A) from hood and entry/display assembly.
3. Remove entry/display assembly from hood.
4. Remove the pusher bracket holding the display in place on the face of the hood.
5. Remove the entire display.



GEA00015

**Note:** When reinstalling, ensure that all electrical connections are securely fastened, and the pusher bracket and 2 screws are installed correctly. Check to be sure that the push buttons move freely through the front surface of the control panel.

## Filter Microswitch Replacement



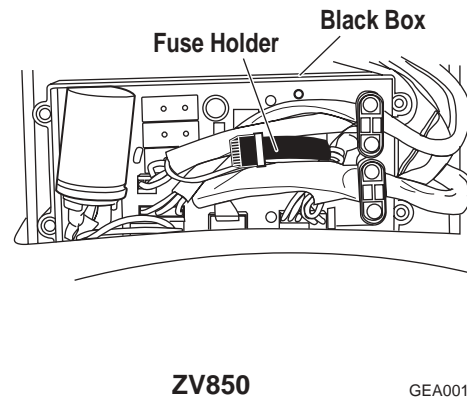
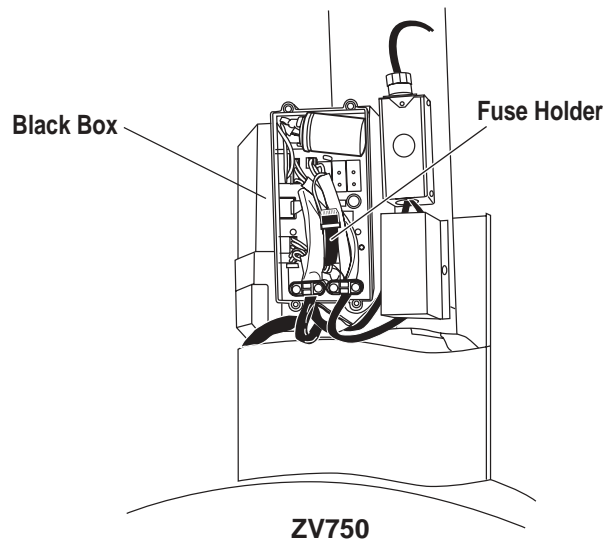
GEA00029

**Note:** Model ZV750Y1 is shown; Model ZV750Y2 and later, and Model ZV850 have only one filter microswitch.

1. Disconnect electrical power to hood assembly.
2. Remove 2 screws (A) and filter microswitch bracket (B) from fan.
3. Remove 2 screws (C) and microswitch box from bracket.
4. Remove microswitch (D) from microswitch box and cover.
5. Disconnect wires from microswitch.
6. Replace microswitch with new microswitch.

**Note:** When reinstalling, ensure that all electrical connections are securely fastened.

## Fuse Replacement



GEA00119

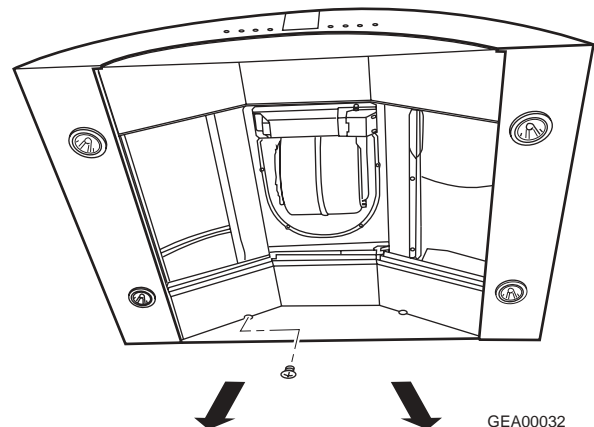
1. Access black box (refer to Component Access/ Duct Cover Removal).
2. Remove 4 screws and cover from black box.
3. Remove cap and fuse from fuse holder.
4. Replace fuse with new fuse.

**WARNING:** The fuse is a 5 x 20 mm and is rated at 8 amps, 250V AC. Replace with fuse of the same rating only (GE part number WB02X10584).

## Glass Visor Replacement

**Note:** Model ZV750 hood has 1 glass visor and the ZV850 has 2 glass visors.

1. Remove the plastic screws from the range hood.
2. Remove glass visor(s) from hood.



## Motor & Blower Assembly Replacement Model ZV750

**Note:** This procedure requires that the unit be removed from the wall.

1. Remove duct cover (refer to Component Access/Duct Cover Removal).
2. Disconnect power supply and exhaust ducting.

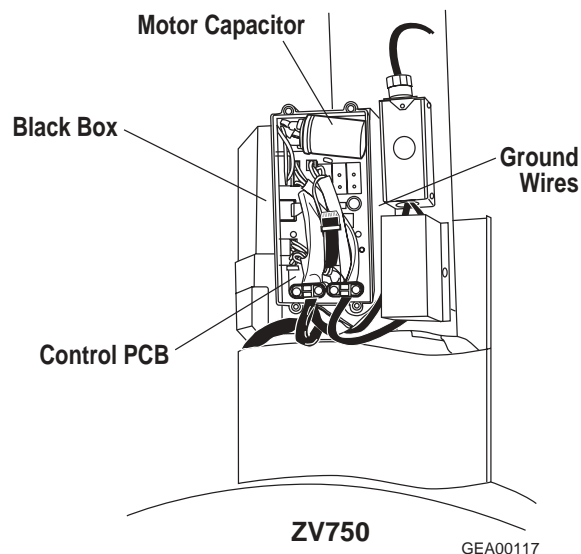
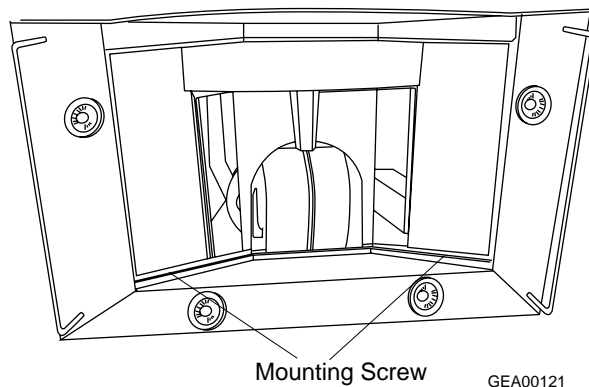
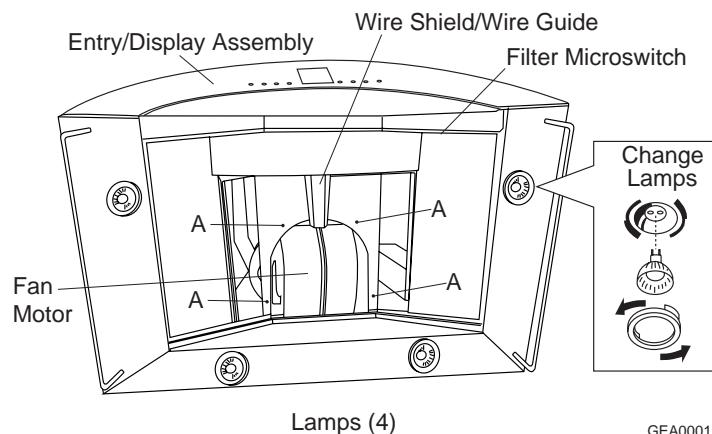
**Note:** Two people are required to perform the next step.

3. While an assistant supports the hood, remove 2 lower mounting screws and the hood from the wall.
4. Remove 4 screws (A) from the exhaust opening.
5. Remove the black box cover ( 4 screws).
6. From the black box, remove the following:
  - a. 2 wire restraints (2 screws each)
  - b. wires from motor to Control PCB (unplug terminal CN1)
  - c. ground wire
7. Remove green ground wires from ground post.
8. Remove the blower assembly from the hood (4 screws).
9. Remove the split ring from around the motor wires and turn the plug sideways to remove.

**Note:** Test motor before reinstallation.

**Note:** When reinstalling, ensure that all electrical connections, including ground connections, are securely fastened.

### ZV750

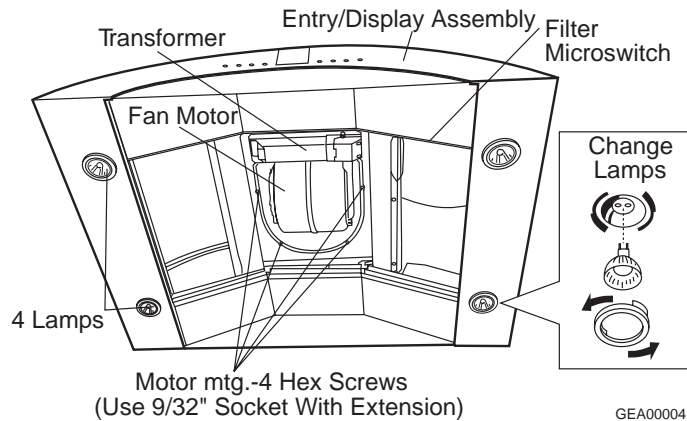




## Motor & Blower Assembly Replacement Model ZV850

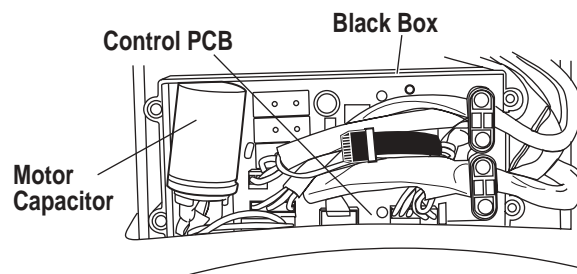
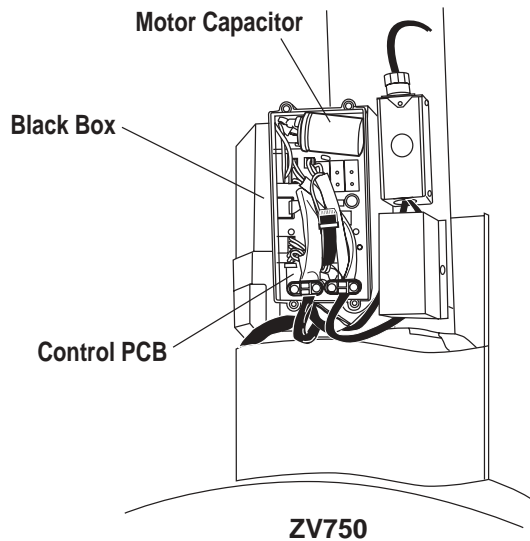
1. Raise duct cover (refer to Component Access/Duct Cover Removal).
2. Remove filters (refer to Filter Replacement).
3. Remove the black box cover (4 screws).
4. From the black box, remove the following:
  - a. 2 wire restraints (2 screws each)
  - b. wires from motor to Control PCB (unplug terminal)
  - c. ground wire
5. Remove green ground wires from ground post.
6. Remove retaining bracket and wire guide (3 screws and split ring).
7. Remove the blower assembly from the hood (4 screws).

### ZV850



**Note:** When reinstalling, ensure that all electrical connections, including ground connections, are securely fastened.

## Motor Capacitor Replacement



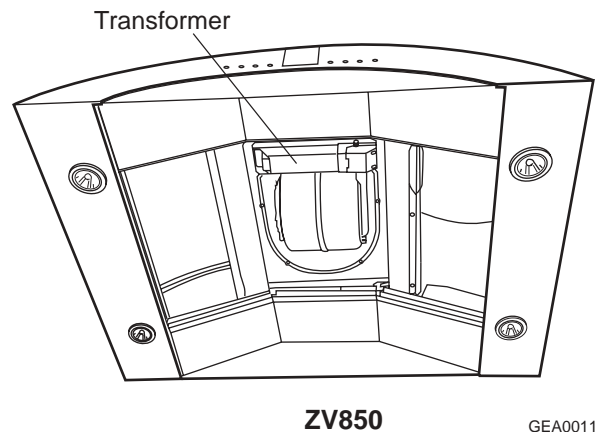
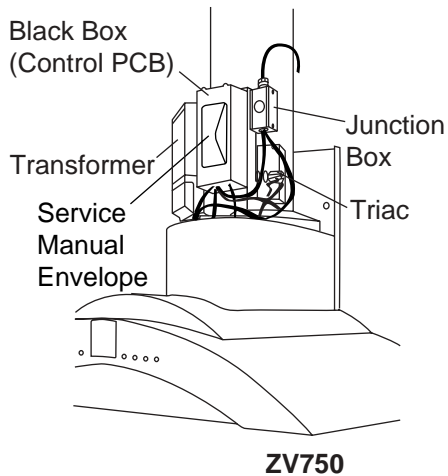
GEA00117

1. Access black box (refer to Component Access/Duct Cover Removal).
2. Remove 4 screws and cover from black box.
3. Unplug connector from control PCB connector CN3 and remove motor capacitor from black box.
4. Replace motor capacitor with new motor capacitor.

**Note:** When reinstalling, ensure that all electrical connections are securely fastened.



## Transformer Replacement



GEA00118

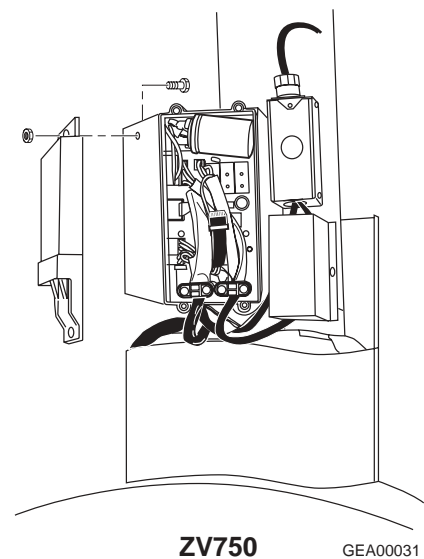
**Note:** Model ZV750 transformer is located above the hood; Model ZV850 transformer is located inside the hood.

1. Access transformer (refer to Component Access/Duct Cover Removal).
2. Remove 2 screws and cover from transformer.
3. Loosen 4 screws and remove 5 wires from transformer.

**Note:** Model ZV750 transformer does not have an external ground wire; Model ZV850 transformer has an internal green ground wire attached to the lower ground screw.

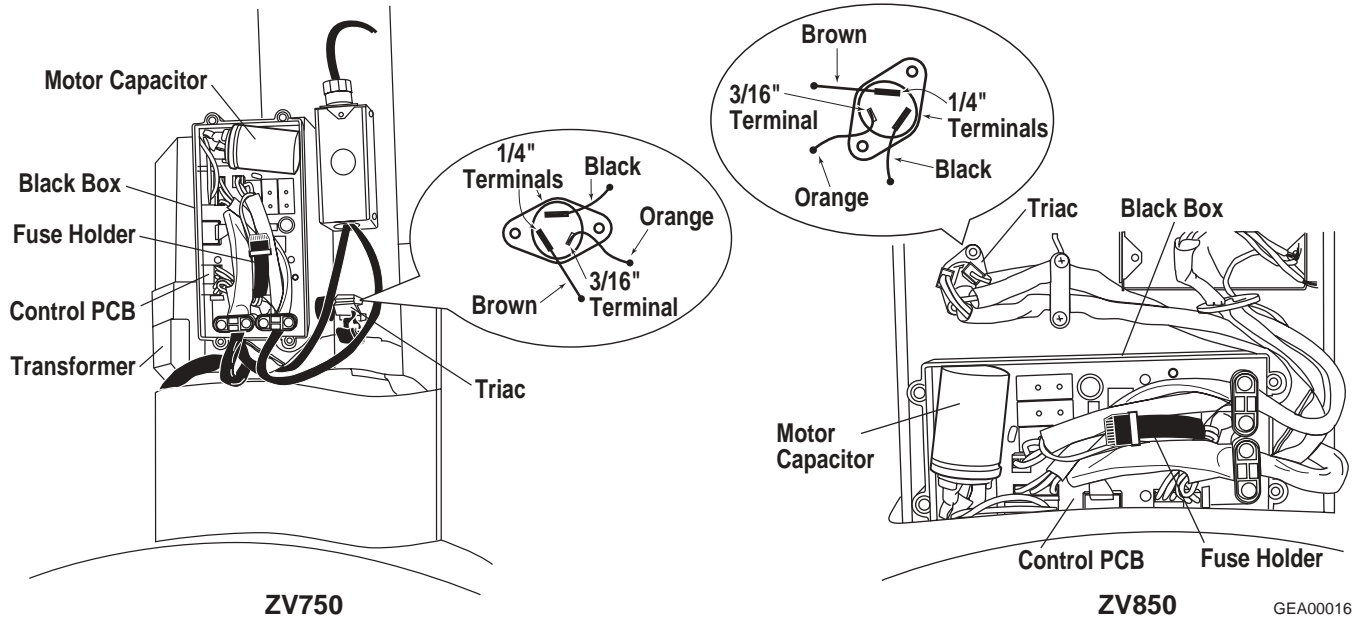
4. Remove the 2 screws, nuts, and the transformer from the hood assembly.
5. Replace the transformer with a new transformer.

**Note:** When reinstalling, ensure that all electrical connections are securely fastened.



GEA00031

## Triac Replacement



1. Access triac (refer to Component Access/ Duct Cover Removal).

**Note:** The triac is located on the right side of Model ZV750 and on the front of Model ZV850. See Electronic Hood Control Description for ZV850 diagram.

2. Remove 2 screws and the triac cover from the hood.
3. Unplug 3 connectors from the triac.
4. Remove 2 screws and the triac from the hood.
5. Replace the triac with a new triac.

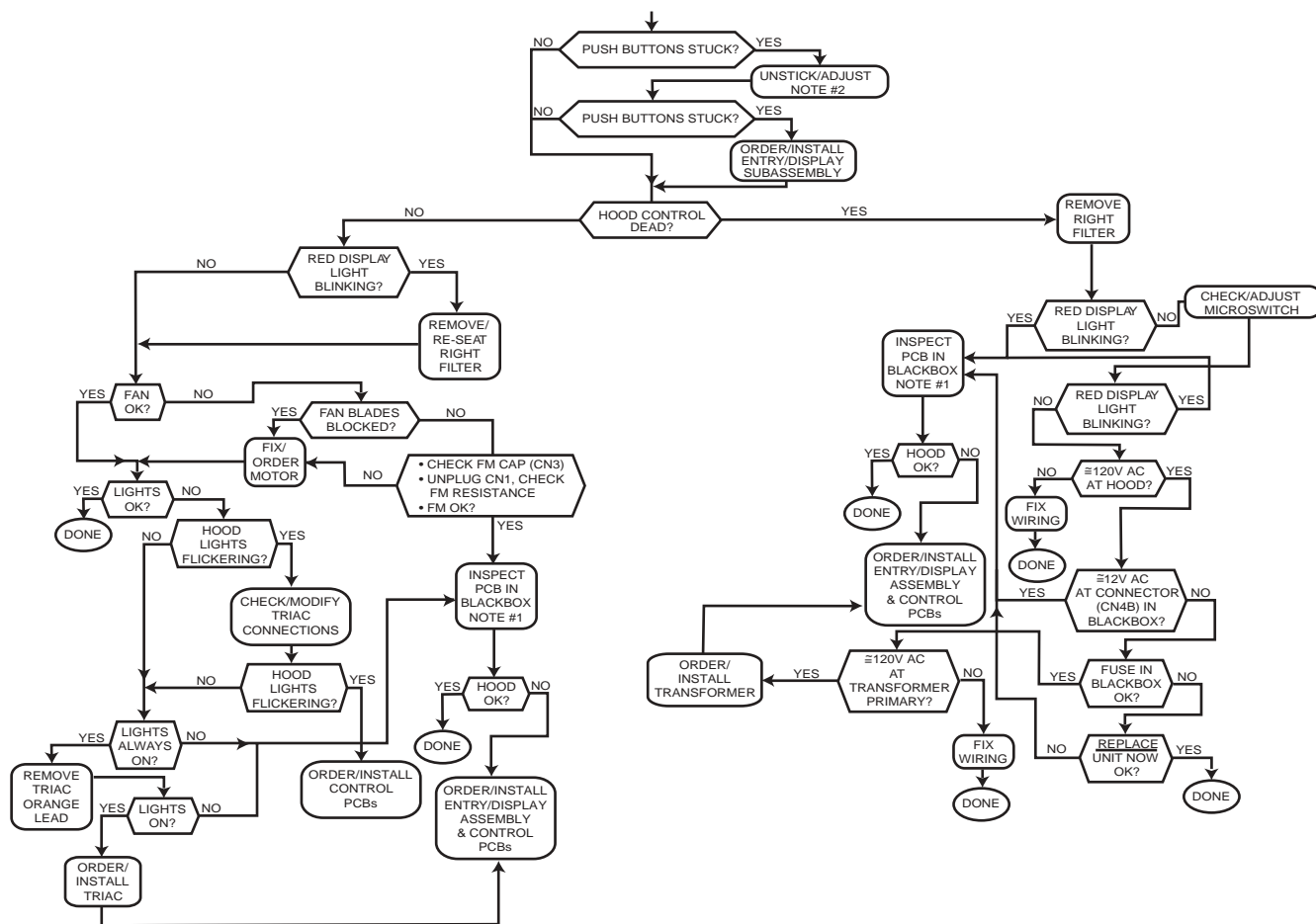
**Note:** When reinstalling, ensure that all electrical connections are securely fastened and in the correct location (ref. – mini manual).

# Troubleshooting

## SERVICE DIAGNOSTIC FLOWCHART

### WARNING

POWER MUST BE DISCONNECTED  
BEFORE SERVICING THE APPLIANCE



Note #1 — Check parts in the black box as follows:  
All six connectors are locked in place and no leads are broken.  
Connector solder joints are not broken on PCB copper side.  
Fuse is OK.  
Capacitor (12.5uf 250VAC); Check that cap. is not open or shorted by using VOM.

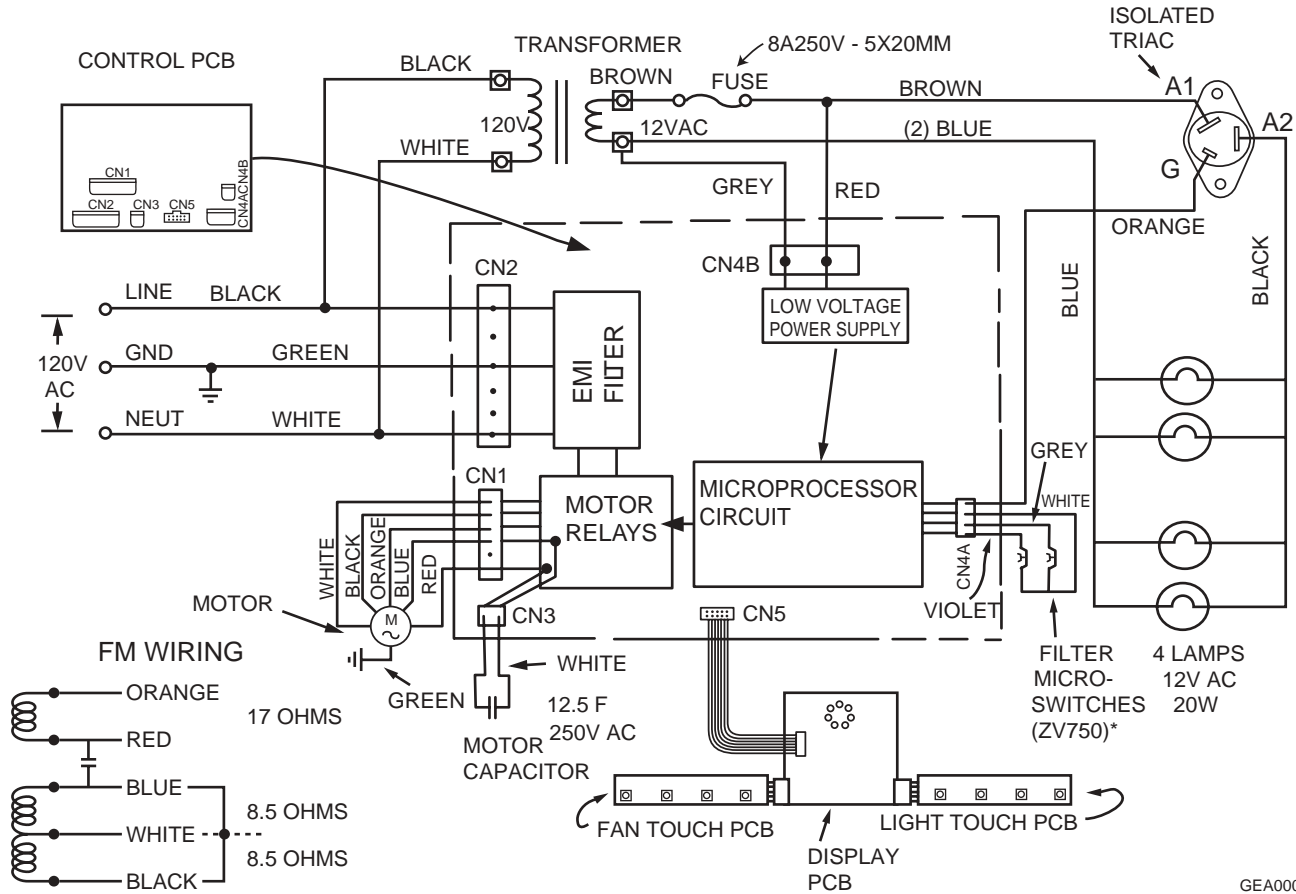
Note #2 — Loosen and re-position entry/display assembly as follows:  
Loosen (2) screws on under surface of hood  
Loosen (2) screws on assembly pusher plate  
Check for button protrusion through the hood  
holes and that buttons have movement

GEA00012

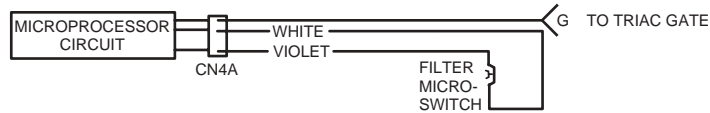
# Schematic & Strip Circuits

## WARNING

POWER MUST BE DISCONNECTED  
BEFORE SERVICING THE APPLIANCE



GEA00013

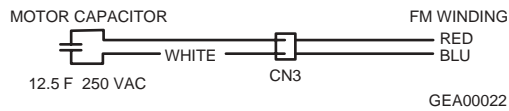


GEA00064

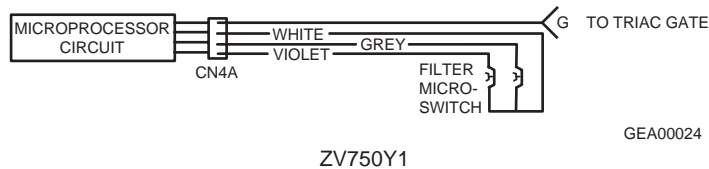
ZV850 AND ZV750Y2

# STRIP CIRCUITS

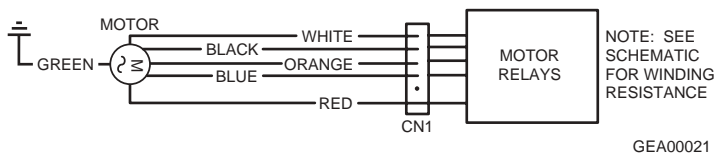
## MOTOR CAPACITOR



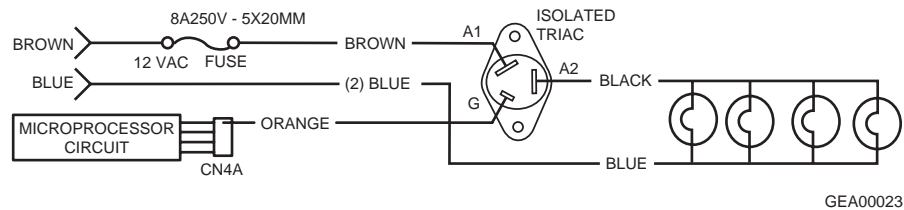
## FILTER MICROSWITCH



## MOTOR

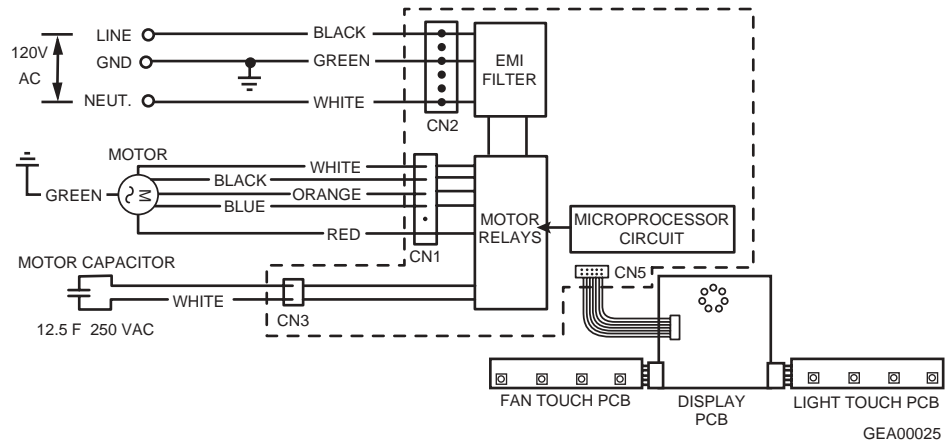


## TRIAC

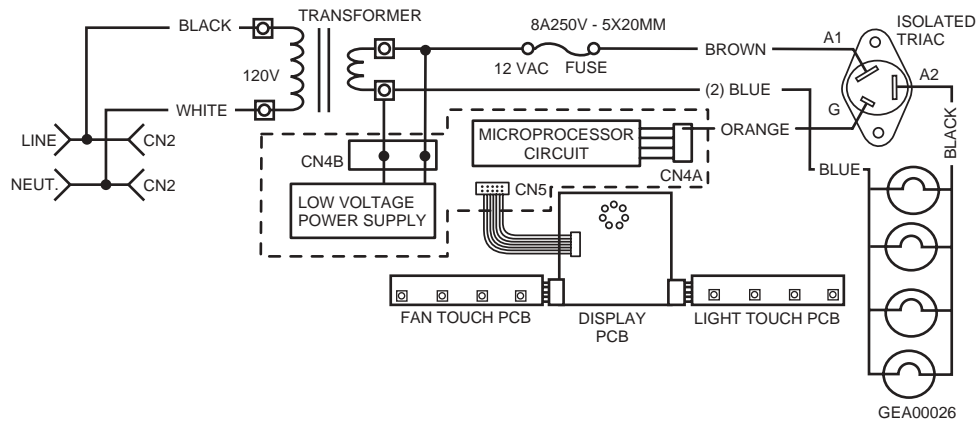


# STRIP CIRCUITS

## FAN



## LAMPS



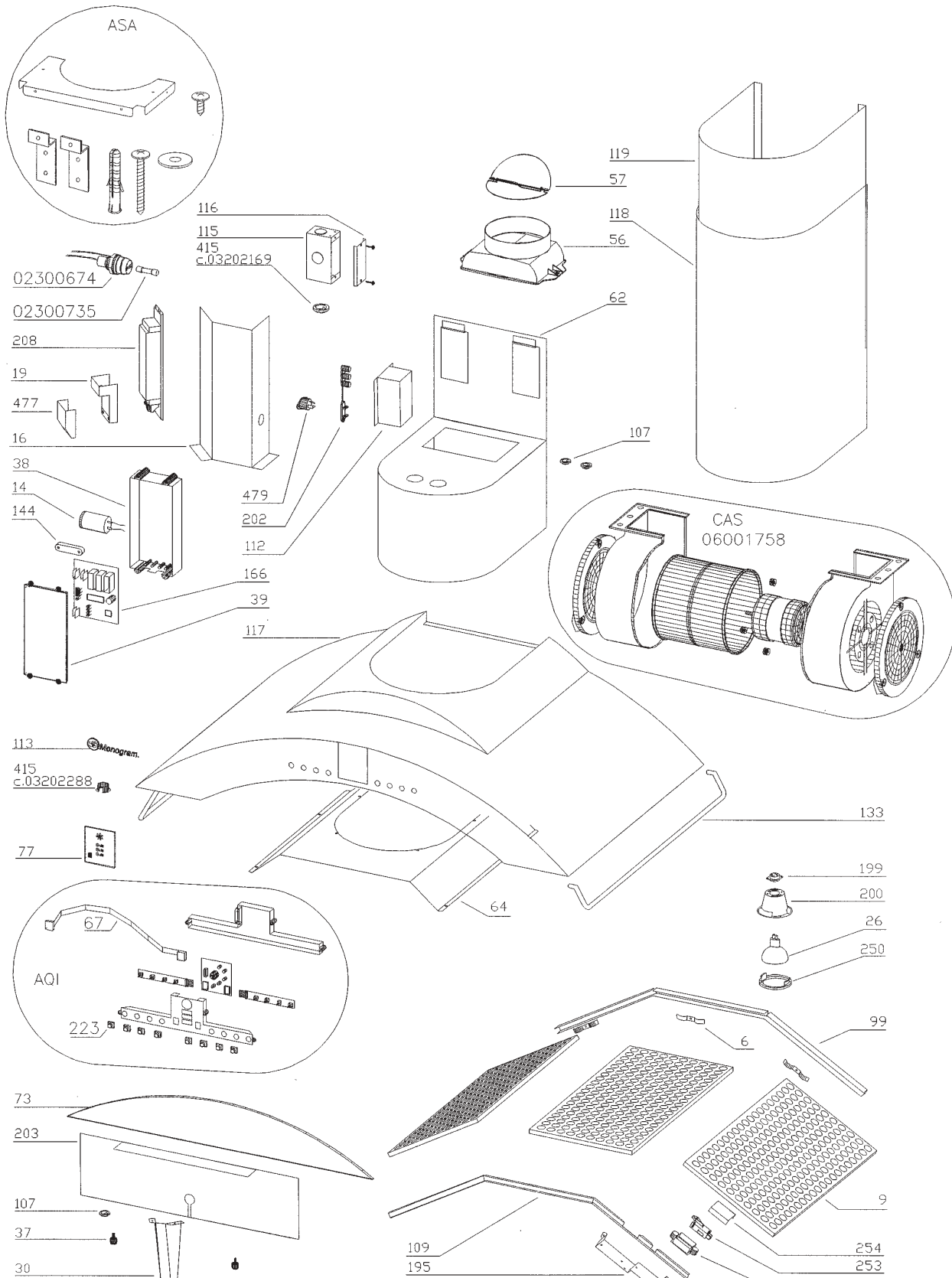
**Notes**

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

# Model ZV750 Illustrated Parts Breakdown

ZV 750 SY (K G. E. USA)

UL / c-UL



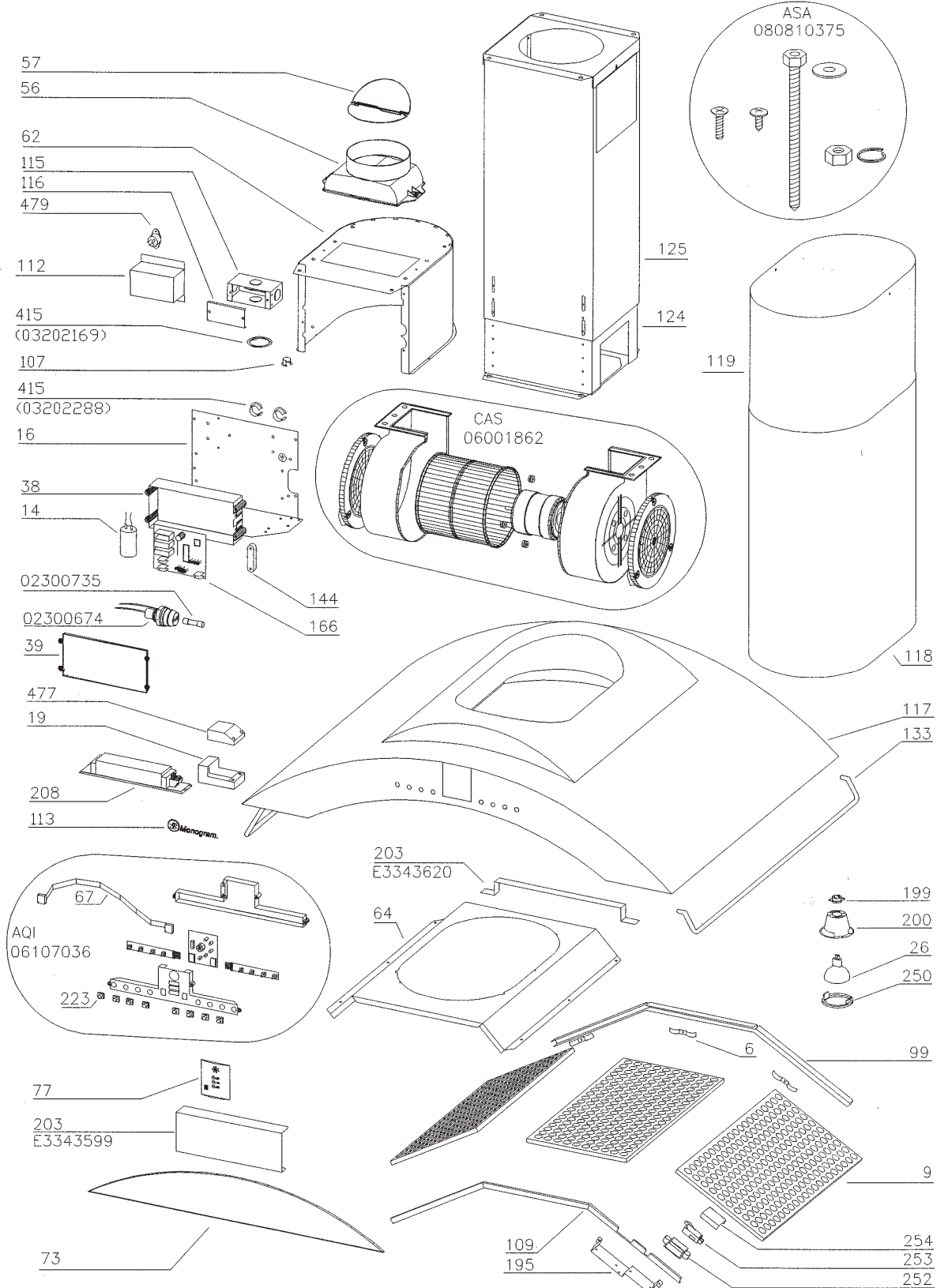


## ***Model ZV750 Illustrated Parts Breakdown***

<b><u>Reference #</u></b>	<b><u>Description</u></b>	<b><u>Part #</u></b>
9	GREASE FILTER	WB02X10396
14	CONDENSER	WB17X10001
26	LAMP BULB	WB08X10014
29	MONOGRAM LOGO	WB02X10353
37	KNOB	WB03X10002
48	MOTOR & BLOWER ASM	WB26X10071
56	CONNETION AIR OUTLET	WB07X10005
57	NON-RETURN FLAP	WB02X10397
64	BOTTON BRACKET	WB03X10003
73	GLASS VISOR	WB07X10007
77	PLEXIGLASS	WB02X10642
118	BOTTOM DUCT	WB38X10022
119	UPPER DUCT	WB38X10023
133	IMPLEMENT HOLDER	WB03X10092
144	WIRE STOP PIN	WB02X10398
166	PRINTED CIRCUIT BOARD	WB27X10004
170	FUSE	WB02X10646
171	FUSE HOLDER	WB02X10647
195	BRACKET	WB02X10399
199	CERAMIC INSULATION BASE	WB02X10400
200	DICHROIC LAMP PROTECTION	WB08X10001
202	REFLECTOR STOP	WB02X10401
203	BLOCKING	WB07X10006
208	TRANSFORMER	WB17X10002
223	SWITCH BUTTON	WB03X10001
227	DISPLAY CONTROL ASSY	WB27X10364
250	RING NUT	WB01X10002
252	MICROSWITCH BOX	WB07X10003
253	MICROSWITCH	WB24X10001
254	MICROSWITCH BOX COVER	WB07X10004
479	TRIAK	WB02X10402
500	INSTALLATION HARDWARE	WB02X10655
999	MINI-MANUAL	31-20762
999	TEMPLATE	49-8818
999	USE & CARE MANUAL	49-8964-1
999	INSTALLATION INSTRUCTION	49-8990

# Model ZV850 Illustrated Parts Breakdown

ZV 850 (Isola General Electric USA)



## ***Model ZV850 Illustrated Parts Breakdown***

<b><u>Reference #</u></b>	<b><u>Description</u></b>	<b><u>Part #</u></b>
9	GREASE FILTER	WB02X10396
14	CONDENSER	WB17X10001
26	LAMP BULB	WB08X10002
29	MONOGRAM LOGO	WB02X10645
48	MOTOR & BLOWER ASM	WB26X10068
56	CONNECTION AIR OUTLET	WB07X10005
57	NON-RETURN FLAP	WB02X10397
64	BUTTON BRACKET	WB03X10084
73	GLASS VISOR	WB07X10007
77	PLEXIGLASS	WB02X10642
118	BOTTOM DUCT 8 FT.CEIL.	WB38X10028
118	BOTTOM DUCT 9 FT.CEIL.	WB38X10030
118	BOTTOM DUCT 10 FT.CEIL.	WB38X10032
119	UPPER DUCT 8 FT.CEIL.	WB38X10029
119	UPPER DUCT 9 FT.CEIL.	WB38X10031
119	UPPER DUCT 10 FT.CEIL.	WB38X10033
133	IMPLEMENT HOLDER	WB03X10085
166	PRINTED CIRCUIT BOARD	WB27X10004
170	FUSE	WB02X10646
171	FUSE HOLDER	WB02X10647
195	BRACKET	WB02X10399
199	CERAMIC INSULATION BASE	WB02X10400
200	DICHROIC LAMP PROTECTION	WB08X10001
203	BLOCKING BRACKET	WB07X10339
208	TRANSFORMER	WB17X10002
223	SWITCH BUTTON	WB03X10001
227	DISPLAY CONTROL ASSY	WB27X10345
250	RING NUT	WB01X10002
252	MICROSWITCH BOX	WB07X10003
253	MICROSWITCH	WB24X10001
254	MICROSWITCH BOX COVER	WB07X10004
479	TRIAC	WB02X10402
500	INSTALLATION HARDWARE	WB02X10581
999	MINI MANUAL	31-20753-1
999	TEMPLATE	49-8776
999	USE & CARE MANUAL	49-8964-1
999	INSTALL INSTR	49-8970

## ***Notes***

## Warranty Information

### **MONOGRAM® HOOD WARRANTY**

***Sales slip or cancelled check is required as proof of original purchase date to obtain service under warranty.***

#### **WHAT IS COVERED**

##### **FULL ONE-YEAR WARRANTY**

For one year from date of original purchase, we will provide, free of charge, parts and service labor in your home to repair or replace **any part of the hood** that fails because of a manufacturing defect.

This warranty is extended to the original purchaser and any succeeding owner for products purchased for ordinary home use in the 48 mainland states, Hawaii, and Washington, D.C. In Alaska the warranty is the same except that it is LIMITED because you must pay to ship the product to the service shop or for the service technician's travel costs to your home. All warranty service will be provided by our Factory Service Centers or by our authorized Customer Care® servicers during normal working hours. Should your appliance need service during warranty period or beyond, call 800.444.1845.

#### **WHAT IS NOT COVERED**

- Service trips to your home to teach you how to use the product.

##### **Read your Use and Care material.**

If you then have any questions about operating the product, please contact your dealer or our Consumer Affairs office at the address below, or call, toll-free:

**GE Answer Center®**  
**800.626.2000**  
**consumer information service**

- Replacement of house fuses or resetting of circuit breakers.
- Replacement of the replaceable filters.

- Damage to the product caused by accident, fire, floods, or acts of God.

- Failure of the product if it is used for other than its intended purpose or used commercially.

- Improper installation.

If you have an installation problem, contact your dealer or installer. You are responsible for providing adequate electrical, gas, exhausting and other connecting facilities as described in the Installation Instructions provided with the product.

**WARRANTOR IS NOT RESPONSIBLE FOR CONSEQUENTIAL DAMAGES.**

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

To know what your legal rights are in your state, consult your local or state consumer affairs office or your state's Attorney General.

**Warrantor: General Electric Company. If further help is needed concerning this warranty, write to: Manager—Consumer Affairs, GE Appliances, Louisville, KY 40225.**

## Consumer Services

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### **GE Answer Center®** **800.626.2000**

Whatever your question about any Monogram® major appliance, GE Answer Center® information service is available to help. Your call—and your question—will be answered promptly and courteously. And you can call any time. GE Answer Center® service is open 24 hours a day, 7 days a week.

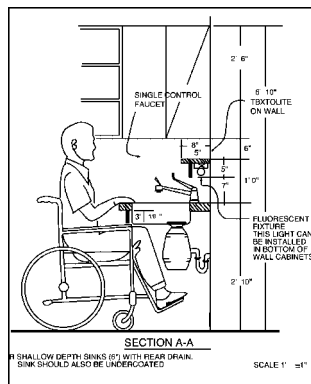
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### **In-Home Repair Service** **800.444.1845**

A GE Consumer Service professional will provide expert repair service, scheduled at a time that's convenient for you. Many GE Consumer Service company-operated locations offer you service today or tomorrow, or at your convenience (7:00 a.m. to 7:00 p.m. weekdays, 9:00 a.m. to 2:00 p.m. Saturdays). Our factory-trained technicians know your appliance inside and out—so most repairs can be handled in just one visit.

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### **For Customers with Special Needs...** **800.626.2000**



GE offers, free of charge, a brochure to assist in planning a barrier-free kitchen for persons with limited mobility. Consumers with impaired hearing or speech who have access to a TDD or a conventional teletypewriter may call 800.TDD.GEAC (800.833.4322) to request information or service.

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### **Service Contracts** **800.626.2224**

You can have the secure feeling that GE Consumer Service will still be there after your warranty expires. Purchase a GE contract while your warranty is still in effect and you'll receive a substantial discount. With a multiple-year contract, you're assured of future service at today's prices.

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### **Parts and Accessories** **800.626.2002**

Individuals qualified to service their own appliances can have parts or accessories sent directly to their home. The GE parts system provides access to over 47,000 parts...and all GE Genuine Renewal Parts are fully warranted. VISA, MasterCard and Discover cards are accepted.

**User maintenance instructions cover procedures intended to be performed by any user. Other servicing generally should be referred to qualified service personnel. Caution must be exercised, since improper servicing may cause unsafe operation.**